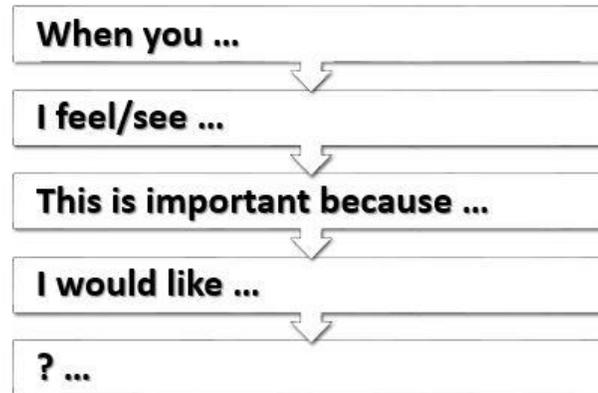


## I-Message Model



Strategies for Conflict Communication:



### Separate the people from the problem

Focusing on the issue and solution rather than the disagreement or anger between the people involved can decrease tension. Take a time out, focus on the task and manage your frustration.



### Separate interest from positions

Focusing on your common interests and goals will help keep the conflict constructive. Ensure that all parties feel heard and understood while you are trying to locate common ground.



### Generate options

Brainstorm options to solve the problem. Keep an open mind during your brainstorming session. Consider using mind-mapping techniques (JOT thoughts, SimpleMind, Padlet).



### Establish the criteria

Don't bring up conflicts or events from months or years ago. Stick to the issue at hand.



### Comments from the audience

Our personality type is the default we go to in a conflict. Calmness and self-awareness helps us to listen to the other person, identify their personality type and respond accordingly.

Consider what the other person's motivation may be. Chances are, they are not trying to make your angry.

You never know what someone else is dealing with, whether professional or personal. Taking a moment to consider this can change an angry reaction into a thoughtful response.



### Personalities in Conflict

#### Direct

- Get to the point
- Just give me facts
- Don't micromanage me

#### Inspiring

- Communicate often
- Explain the specific results and deadlines
- Give additional information in writing

#### Supportive

- Don't be confrontational
- Take time to explain and give me the WHY
- Allow me to work in teams

#### Cautious

- Give me pros/cons
- Give me the facts
- Give me time to review information